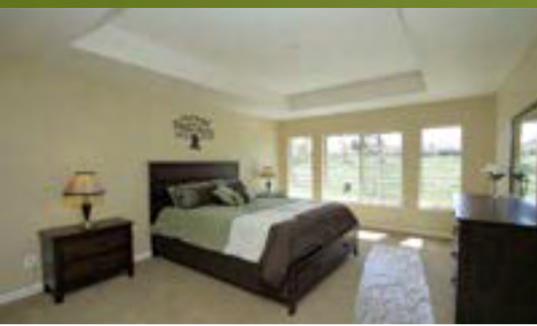




# CRESTWOOD VILLAGE

## HOMEOWNER GUIDE BOOK

A REFERENCE GUIDE TO CARING FOR YOUR NEW HOME



# Welcome to the Community!

## WELCOME!

**Welcome to your Crestwood Village Patio Home community and congratulations on the purchase of your new home.**

**The information presented in this manual will help answer many of your questions, inform you on our philosophy and construction standards, and hopefully make this an easier and more enjoyable experience.**

**Because we offer a variety of optional features which vary across communities, this manual focuses on the most common items. The exact product in your home, its specific nature and required care, may not be included.**

**In addition, this manual will provide important information about the care and maintenance of your new home.**

**The better you maintain your home after closing, the better your home will perform over time.**

**Sincerely,**

**Crestwood Village Patio Home Team**



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# 1 THE CONSTRUCTION PROCESS

## 1.1 QUALITY STANDARDS

New homes are unique from other manufactured products in that each component is crafted by hand and involves many trade professionals.

Crestwood Village Patio Homes are built to meet or exceed the standards in the building industry. Each home is built using quality materials and methods to include third party inspections and quality review processes.

Crestwood Village Patio Homes strives to create the best quality product possible and deliver a home that homeowners will be enjoy for years to come. Each new home includes thousands of components provided by an array of manufacturers and contractors. While we do our best to ensure the highest quality, there can be issues that arise that require service. Routine and seasonal maintenance are also critical to the longevity of your home.

## 1.2 PLANS AND SPECIFICATIONS

### Changes in Materials, Products and Methods

The residential building industry, tradesmen and product manufacturers are constantly evolving to improve construction materials and methods. Sometimes these changes can impact the final product. In some instances, such as with appliances, the products transition on a yearly basis. Any changes to materials and methods during the construction process, or any substitution of materials, products and methods will be of equal or better quality than original selections.

### Model Homes

Model homes typically include custom upgrades to give visitors an idea of the possibilities that exist with design, products and textiles and include decorator selected items, window coverings and furnishings. Electrical options, fireplace options and paint options are other examples which are not part of the home we will be building for you. Please carefully review your home and community standards and specifications with your sales consultant, as well as information Crestwood Village Patio Homes posts in each model highlighting the optional items displayed in the models, to avoid misunderstandings.

## 2 CARING FOR YOUR HOME

Crestwood Village Patio Homes has constructed your home with carefully selected materials that meet industry standards. Although we build from plans and specifications, no two homes are exactly alike. When you purchased your home, you actually purchased hundreds of items and the work of 30-50 separate and independent trade contractors. We recognize that it is impossible to anticipate and describe every detail needed for home maintenance. This manual focuses on items that homeowners commonly inquire about.

### 2.1 HOMEOWNER MAINTENANCE & PRODUCT INFORMATION

As the homeowner, providing regular home maintenance is your responsibility and will help maintain the value of your home. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the various mechanical systems. Natural fluctuations in temperature and humidity also affect your home, resulting in maintenance items.

If you request warranty service on a maintenance item, we will explain to you the steps you should take to care and maintain the item.

#### **The Importance of Routine Maintenance**

Routine maintenance is critical. It should be consistent and prompt in order to save you from potentially serious and sometimes costly repairs down the road. In addition, neglecting or delaying routine maintenance can void applicable limited warranty coverage on all or part of your home.

#### **Manufacturer Warranties and Care**

Please carefully review all warranties, care guides and registration materials provided by the manufacturers of consumer products in your home. For the most current information, you may also visit each manufacturer's website for additional warranty and maintenance information. Although much of the information may be familiar to you, some details may differ significantly from homes you have had in the past. If any detail in our guidelines conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations.

In some cases product registration is required to activate specific product warranties. Be sure to complete any registration materials provided by the manufacturer or visit the manufacturer's website. In the event of product recalls, this will ensure you are contacted for any required resolution.

## 2.2 EMERGENCY SERVICE REQUESTS



**If you are experiencing a LIFE THREATENING EMERGENCY, CALL 911 IMMEDIATELY!**

In the event of an emergency situation, it is very important to take immediate action to minimize the impact of the situation and contact the appropriate personnel as quickly as possible.

Troubleshooting tips appear in this manual for several of your home's components. Please refer to the individual categories to review these tips found at the end of the corresponding sections. Often the appropriate action by you can solve a problem immediately or mitigate the situation until a trade technician arrives.

If your review of the troubleshooting tips fails to solve the problem, please visit <http://creekside.punchlistmanager.net> and complete a warranty request.

For emergencies that occur after hours, on weekends or holidays, consult your emergency contact list located in your kitchen sink cabinet and in the furnace room and then submit a warranty request for review on the next business day.

## 2.3 WARRANTY REQUESTS

### Submitting a Warranty Request

When you have a warranty request, please visit <http://creekside.punchlistmanager.net> and complete a warranty request form.

***NOTE: Emergency issues are the only service requests we accept by phone.***

When we receive a warranty service request, we will contact you for an inspection appointment if you are within the warranty period. Warranty inspection appointments are available Monday through Friday, 8:00 am to 4:00 pm. We inspect the items listed in your written request to confirm warranty coverage and determine appropriate action. Generally, reported items fall into these categories:

- **Home Maintenance Item**  
If the item is home maintenance, we will review the maintenance steps with you and offer any additional information we can.
- **Storm Damage or Other Disaster**  
Contact your homeowner's insurance and/or HOA agent immediately. Contain damage as much as possible without endangering yourself. It is a good idea to photograph or video the damage.
- **Warrantable Item**  
Our criteria for qualifying warranty repairs are based on typical industry practices and meet or exceed those practices. If a trade contractor or Crestwood Village Warranty Technician is required to perform repairs, we will issue a warranty work order.

## 2.4 WARRANTY REPAIRS

Depending on the scope of necessary work, repairs might not be performed or completed at the time of the inspection. The Warranty Department will schedule a repair date with you. It is possible that work must occur in sequence and more than one work date might be needed, but we will review this with you when scheduling the repairs.

While we do our best to coordinate trades/repairs, there is a possibility that an appointment may be missed/have to be rescheduled due to factors beyond our control. We know your time is valuable and we understand this can be an inconvenience. We send out reminders to our trade partners the week prior to any scheduled appointment to minimize any missed appointments.

### **Our Work Hours**

We understand that you might express the need for appointments outside normal business hours. We also recognize many businesses have service hours on weekends and in the evenings. However, there are many factors that make extended service hours impractical for our business. Many of the repairs require daylight for proper completion.

We have also found that most of the numerous independent trade partners who helped us build your home — many of whom operate as small companies — are unable to work seven days a week or be available in the evening hours.

Therefore, our business hours are: Monday through Friday, 8:00 am until 4:00 pm

### **Access to Your Home**

Crestwood Village Warranty Department requires an adult (18 or older) to be present when our employees or trade partners are working in your home. While we prefer an owner to be present during any appointment/repair, if an owner is not available make sure the person present is authorized to review the items of concern and sign completed work orders.

We do not accept keys, nor will we permit our trade partners to accept your key and work in your home without an adult present. While we recognize that this means processing warranty service items may, at times, take longer to address and complete, your peace of mind and security is our first concern.

We are not responsible for any theft or damage to personal items or property. Please be sure to secure/remove any personal items/property from the work area prior to the appointment.

### **Exterior Items**

Exterior items can typically be inspected and repaired without an adult present. However, we will contact you prior to any visit and let you know when we will have someone on your property. Let us know if you prefer to meet with us and discuss the item(s), and we will schedule an appointment with you. We will request your sign-off upon completion of each item.

### **Pets**

Crestwood Village understands that pets are members of your households. To prevent the possibility of an animal getting injured, scared by a noise, or giving in to its natural curiosity about tools and materials used for repairs, we ask that you restrict all animals to a comfortable location during any warranty visit, whether for inspection or warranty work.



This policy is also for the protection of our employees and other personnel.

### **Personal Items and Decor**

In all work that we perform for our homeowners, we are concerned that their personal items are protected. When warranty work is needed in your home, we ask that you remove fragile, electronic or other items that might make performing the repair difficult. We also require our Warranty Representatives and trade personnel to reschedule the repair appointment rather than risk damaging your belongings if arrangements can't be made ahead of time to remove items from the work area.

### **Protection of Work Area**

We expect all personnel who work in your home to arrive with appropriate materials to cover the work area, protecting it from damage and helping catch the dust from the repair work. All personnel should remove shoes or wear shoe cover booties while inside your home. Similarly, all personnel should clean up the work area, removing materials utilized during repair.

Repair personnel will routinely check the work area for any existing damage to surfaces. They will document and/or photograph any scratches, chips or other cosmetic damage prior to beginning repairs to avoid any later disagreement about how and when such damage occurred.

### **Signatures on Work Orders**

Signing a work order acknowledges that a technician worked in your home on the date shown and with regard to the items listed and that the repair is accepted as satisfactorily complete.

## **2.5 ENERGY AND WATER CONSERVATION**

Good planning and thoughtful everyday habits can save significant amounts of energy and water. In the process of conserving, you also save money as an additional benefit. Keep these hints in mind as you select and use your home's features:

### **Heating and Cooling**

- Maintain all your home's systems in clean and good working order to prevent maintenance issues and maximize efficiency. Schedule heat and air conditioning systems inspection a minimum of once every year.
- Keep filters clean and replace them regularly.
- Learn how to use your thermostat for comfort and efficient energy use.
- Think through operating schedules and temperature settings to maximize comfort and minimize energy consumption.
- During cold days, open window coverings to allow the sun to warm your home. Close them when the sun begins to set.
- During the winter, humidifying the air in your home allows the air to retain more heat and is a general health benefit. Note: If condensation develops on your windows, you have taken a good thing too far and need to lower the setting on the humidifier.
- Ceiling fans cost little to operate and the moving air allows you to feel comfortable at temperatures several degrees higher.
- On hot days, close all windows and the window coverings on windows facing the sun to minimize solar heating and reduce demands on your air conditioner.
- Keep the garage overhead doors closed.

- Hot air rises so it is normal to experience temperature differences between main and upper levels and the front and rear of your home. Location of furnace, direction of building in relation to the position of the sun, etc. can cause fluctuations in indoor temperatures.

## **Water and Water Heater**

- Follow the steps outlined in the manufacturer's directions for draining water from your water heater in order to remove accumulated hard-water scale that builds up inside the tank. Timing will depend on the nature of your water supply.
- Maintain the recommended temperature setting on the water heater.
- Correct plumbing leaks, running toilets, or dripping faucets ASAP.
- Keep faucet aerators clean.

## **Electrical**

- Use energy efficient light bulbs.
- Turn lights and other electric items off when you finish using them or leave the room.

## **Maintenance Tips**

- Caulk during dry weather when temperatures are moderate. Check all locations such as:
  - Foundation penetrations (electrical, phone, water, cable TV, and gas line entrances).
  - Around fans, vents and siding panels.
  - Joints between door or window frames and siding.
- Check weather stripping on all exterior doors and adjust as needed.
- Ensure that door thresholds are a good fit.
- Do not store items in the attic where they would compress the insulation.
- Winterize exterior pipes and/or disconnect exterior garden hoses.

## 2.6 APPLIANCE LOG/SERVICE RECORD

This log is provided for your convenience. For warranty service on an appliance, contact the appropriate manufacturer directly at the service number provided in the appliance literature. You will need to supply the model and serial number (usually located on a small metal plate or seal attached to the appliance in an inconspicuous location), and the date of purchase (your closing date). Review your appliance manual for further information.

APPLIANCE	MANUFACTURER	MODEL #	SERIAL #	SERVICE PHONE #
Range				
Range Hood				
Oven				
Microwave				
Dishwasher				
Disposal				
Washer				
Dryer				
Refrigerator				
Garage Door Opener				

## 2.7 HOMEOWNER MAINTENANCE SCHEDULE

The best way to care for your home is with organized records, including information about all of its components and your furnishings. We have listed some of the common elements of the home that need routine maintenance to ensure the home continues to function efficiently.

TASK/NOTES	FREQUENCY	J	F	M	A	M	J	J	A	S	O	N	D
Appliances	Annually												
Carpet cleaning	Annually												
Caulking (Exterior)	Seasonally												
Caulking (Interior)	Quarterly												
Change Smoke Detector/ CO Batteries	Bi-Annually												
Doors/Windows	Quarterly												
Hose Bibs (Front & Rear)	Seasonally												
HVAC	Annually												
HVAC Filter(s)	Monthly												
Floor Drains	Bi-Annually												
Water Heater	Annually												
Weather Stripping	Seasonally												
Test GFCI Outlets	Quarterly												
Glass Roll-Up Door/Garage Door	Annually												



## 2.8 SEASONAL MAINTENANCE CHECKLIST

This checklist is provided as an overview of basic and necessary maintenance items for most homes and is a visual reminder of the importance of regular home maintenance. It's by no means all inclusive. Some items may not be applicable for the type of home and features you have. For full details, please consult all guides, warranties and literature, as well as the specific warranties and manuals for your home's various appliances. Appropriate maintenance will promote the longevity of the home. Failure to do so may result in denial of warranty coverage.

To request service, complete the service request form on our website at <http://creekside.punchlistmanager.net>.

### WINTER

- ☐ Change HVAC filter; size(s) \_\_\_\_\_
- ☐ Disconnect exterior hose bibs (garden hose)
- ☐ Apply pest control
- ☐ Ensure site/yard drains are clear/unblocked
- ☐ Check smoke and carbon monoxide detectors
- ☐ Inspect backsplash caulking in kitchen, bathrooms and laundry room, and re-caulk as needed
- ☐ Inspect shower and tub caulking and re-caulk as needed
- ☐ Test alarm system (if applicable)
- ☐ Test GFCI receptacles
- ☐ Clean cabinets per manufacturer recommendations

### SPRING

- ☐ Change HVAC filter
- ☐ Check smoke and carbon monoxide detectors
- ☐ Clean aerators on faucets and shower heads
- ☐ Clean fins on outside AC condenser unit
- ☐ Have carpet cleaned
- ☐ Inspect air conditioning for proper operation
- ☐ Inspect floor drains/condensate lines for blockage/flush with water
- ☐ Inspect backsplash caulking in kitchen, bathrooms and laundry room and re-caulk as needed
- ☐ Inspect ceramic tile and countertops and reseal as needed
- ☐ Ensure exterior caulking is performed where needed
- ☐ Inspect shower and tub caulking and re-caulk as needed
- ☐ Lubricate door hinges and window tracks with silicone spray
- ☐ Lubricate rollers & guides on garage doors & openers
- ☐ Startup and inspect sprinkler valves and spray heads for leaks, broken parts, and clogs.
- ☐ Test alarm (if applicable)
- ☐ Test GFCI receptacles
- ☐ Clean cabinets per manufacturer recommendations
- ☐ Clean dryer vent

## **SUMMER**

- ☐ Apply pest control
- ☐ Change HVAC filter
- ☐ Check porch/patio/gutters for proper rain water flow
- ☐ Check smoke and carbon monoxide detectors
- ☐ Inspect backsplash caulking and re-caulk as needed
- ☐ Inspect weather-stripping on all doors
- ☐ Monitor floor drains/condensate lines
- ☐ Test alarm system (if applicable)
- ☐ Test GFCI receptacles
- ☐ Clean cabinets per manufacturer recommendations
- ☐ Water heater maintenance per manufacturer recommendations

## **FALL**

- ☐ Inspect window frames and clean/caulk/lubricate as needed
- ☐ Disconnect hose bib (garden hose) when freezing temperatures begin
- ☐ Change HVAC filter and service furnace annually.
- ☐ Check smoke and carbon monoxide detectors
- ☐ Inspect gutters and downspouts
- ☐ Inspect furnace for proper operation
- ☐ Inspect shower and tub caulking and re-caulk as needed
- ☐ Inspect dryer vent and clean out any lint and debris
- ☐ Monitor floor drains/condensate lines
- ☐ Test alarm system (if applicable)
- ☐ Test GFCI receptacles
- ☐ Clean cabinets per manufacturer recommendations

## 3 Home components

### 3.1 AIR CONDITIONING (IF EQUIPPED)

#### **Homeowner Care and Maintenance**

The optional air conditioning unit is the mechanism that produces cooler air. Your home air conditioning is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air disrupts the system and makes cooling impossible. Therefore, you should keep all windows closed. The heat from the sun shining through windows with open drapes/blinds is intense enough to overcome the cooling effect of the air conditioning unit. For best results, close the drapes/blinds on these windows.

#### ***Air Filter***

Ensure to change air filters monthly.

#### ***Vents***

Opening and closing the vents can adjust the airflow in your home and registers.

#### ***Condenser Level***

Maintain the air conditioning condenser in a level position to maintain efficient performance and prevent premature damage to the equipment.

#### ***Manufacturer's Instructions***

The manufacturer's manual specifies maintenance for the condenser. Review and follow these points carefully as part of maintaining your air conditioning system.

#### ***Air Conditioner Condensation***

Condensation lines will clog under normal use. It is the homeowner's responsibility to keep these lines clear. If your HVAC unit is in the attic, there is an emergency condensation drain that will drain from above a common window down the outside of your house should the primary drain become clogged. Water draining from the emergency drain is an indication that the primary drain is not working.

***\*\*TIP: Before calling for service check that the temperature is set below room temperature and the breakers on the main panel are on. Also confirm registers are open, the filter is clean and air returns are unobstructed. In some cases, the air conditioner can freeze from overuse. In that case, turn the air conditioner off and request service.***

### 3.2 APPLIANCES

We confirm that all appliance surfaces are in acceptable condition during your Pre-Close Orientation. We assign all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties. Be sure to register your products with the manufacturer (visit the website or see registration materials left with the product) and read the manuals for information on care and proper operation.

## 3.3 ATTIC ACCESS

### Homeowner Care and Maintenance

The attic space is neither designed nor intended for storage. We provide access to this area for maintenance of mechanical equipment that may traverse the attic space. When you perform needed tasks in the attic, use caution and avoid stepping off wood members onto insulation which is on top of the drywall. This can result in personal injury or damage to the ceiling below. Your limited warranty does not cover such injury or damage.

Do not compress the insulation in the attic by placing any type of material for flooring. This will render the insulation in the attic ineffective.

The attic is not a temperature-controlled environment. Any personal belongings that you put in the attic may be permanently damaged due to extreme temperatures.

## 3.4 EXTERIOR BRICK

Brick is one of the most durable and lowest maintenance finishes for a home's exterior.

### *Efflorescence*

The white, powdery substance that sometimes accumulates on brick surface, is a natural phenomenon and cannot be prevented.

### *Weep Holes*

You may notice small holes in the mortar along the lower row of bricks. These holes allow moisture that has accumulated behind the brick to escape. Do not fill these weep holes or permit landscaping materials to cover them.

## 3.5 CABINETS

### *Hinges*

If hinges catch or drawer glides become sluggish, clean the hinge and apply a small amount of silicone lubricant to improve performance.

### *Moisture*

Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts of moisture (such as a crock pot) too near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet.

## 3.6 CARPET

### Homeowner Care and Maintenance

### *Cleaning*

You can add years to the life of your carpet with regular care. Carpet wears out because of foot traffic and dirt particles that get trampled deep into the pile beyond the suction of the vacuum. The dirt particles wear down the fibers like sandpaper and dull the carpet. The most important thing you can do to protect your carpet is to vacuum it frequently.



### ***Crushing***

Furniture and traffic may crush a carpet's pile fibers. Frequent vacuuming in high traffic areas and glides or cups under heavy pieces of furniture can help prevent this. Rotating your furniture to change the traffic pattern in a room promotes more even wear. Some carpets resist matting and crushing because of their level of fiber, but this does not imply or guarantee that no matting or crushing will occur. Heavy traffic areas such as halls and stairways are more susceptible to wear and crushing. This is considered normal wear and is not covered under the limited warranty.

### ***Fading***

All carpets will slowly lose some color due to natural and artificial forces in the environment. You can delay this process by frequently removing soil with vacuuming, regularly changing air filters in heating and air conditioning systems, keeping humidity and room temperature from getting too high, and reducing sunlight exposure with window coverings.

### ***Fuzzing***

In loop carpets, fibers may break. Simply clip the excess fibers.

### ***Pilling***

Pilling or small balls of fiber can appear on your carpet, depending on the type of carpet fiber and the type of traffic. If this occurs, clip off the pills. If they cover a large area, seek professional advice.

### ***Seams***

There will be visible seams in the carpeting of your home. Carpet usually comes in 12 foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or the material has a defect, making the seam appear more pronounced than normal.

### ***Shading***

Shading is an inherent quality of fine-cut pile carpets. Household traffic causes pile fibers to assume different angles; as a result, the carpet appears darker or lighter in these areas. Vacuuming routinely will promote the carpet pile falling in the same direction, and will help with shading issues.

### ***Shedding***

New carpeting, especially pile, sheds bits of fiber for a period of time. Eventually these loose fibers are removed by vacuuming. Shedding usually occurs more with wool carpeting than with nylon or other synthetics.

### ***Snags***

Sharp-edged objects can grab or snag the carpet fiber. When this occurs, cut off the snag. If the snag is especially large, call a professional.

### ***Sprouting***

Occasionally you may find small tufts of fiber sprouting above the carpet surface. Simply use scissors to cut off the sprout. Do not attempt to pull it because other fibers will come out in the process.

### ***Stains***

No carpet is stain-proof. Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining. These include hair dyes, shoe polish, paints and India ink. Some substances destroy or change the color of

carpets, including bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly colored natural dyes as found in some brands of mustard and herbal tea.

### ***Static***

Cooler temperatures outside often contribute to static electricity inside. You can install a humidifier to help control static build-up.

## **3.7 CAULKING**

### **Homeowner Care and Maintenance**

All materials used in the construction of your home have a certain degree of expansion and contraction. Different materials expand at different rates. Changes in weather, the surrounding temperature and settling are all forces contributing to the contraction, and expansion rates. These forces can cause both exterior and interior caulked seams to separate when different materials adjoin each other. This separation does not indicate improper workmanship. Time and weather will shrink and dry caulking so that it no longer provides a good seal. As routine maintenance, check the caulking and make needed repairs. Caulking compounds and dispenser guns are available at hardware stores. Read the manufacturer's instructions carefully to be certain that you select an appropriate caulk for the intended purpose.

### ***Colored Caulk***

Colored caulking is available where larger selections are provided. As with any colored material, dye lots can vary.

### ***Latex Caulk***

Latex caulking is appropriate for an area that requires painting, such as along the stair stringer or where wood trim meets the wall.

### ***Silicone Caulk***

Caulking that contains silicone will not accept paint; it works best where water is present, for example, where tub meets tile or a sink meets a countertop.

## **3.8 CONCRETE FLATWORK**

### **Homeowner Care and Maintenance**

By maintaining good drainage, you protect your home's foundation and the concrete flatwork: the basement floor, porch, patio, driveway, garage floor and sidewalks.

### ***Cracks***

A concrete slab 10 feet across shrinks approximately 5/8 inch as it cures. Some of this shrinkage shows up as cracks. Cracking of concrete flatwork also results from temperature changes that cause expansion and contraction.

There is no proven way to prevent concrete from cracking. Control joints are placed in order to help control where a crack occurs. Even this does not always prevent cracks. In most instances the crack is within tolerance and only cosmetic. Often times patching or sealing cracks can make them stand out more. Cracks in concrete are not covered under the builder warranty.

### ***Color***

Concrete slabs will vary in color based on the surrounding environment. Crestwood Village Patio Homes provides no correction for this condition. A common condition with concrete, called efflorescence, is also not covered. There are methods to remove calcification using a ratio of tri-sodium phosphate and water, along with a brush. Consult a professional should you have questions.

### ***Ice, Snow, Chemicals and Fertilizer***

Driving or parking on snow creates ice on the drive, which magnifies the effects of snow on the concrete surface. Remove ice and snow from concrete slabs as promptly as possible after snowstorms. Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing, or de-icing agents, such as road salt that can drip from vehicles. All of these items can cause spalling (chipping of the surface) of concrete and are not covered by Crestwood Village Patio Homes.

### ***Expansion Joints***

Remove plant growth from the expansion joints as soon as it appears. Left to grow, the roots expand and will crack or damage your concrete.

### ***Sealer***

A concrete sealer, available at paint stores, will help you keep an unpainted concrete floor clean. Use only products designed to clean and seal concrete.

### ***Spalling (Surface Chips)***

Causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer, un-cleared snow and ice, ice-melting agents, and road salts from vehicles. Repair of spalling is a home maintenance task.

## **3.9 CONDENSATION**

### **Homeowner Care and Maintenance**

When warm, moist air comes into contact with cooler surfaces, the moisture condenses. Outside we see this as dew; inside you may see it as a layer of moisture on glass windows and doors. This condensation comes from high humidity within the home combined with low outside temperatures. Family lifestyle significantly influences these conditions.

### ***Humidifier Operation***

If your home includes a humidifier, closely observe manufacturer's directions for its use. Instructions to turn the humidifier off during air conditioning season are typical. Moderate settings in winter can maintain desired comfort levels without contributing too much moisture to your home. You may need to experiment to find the correct level for your family's lifestyle.

### ***Temperature***

Avoid setting your thermostat at extreme temperatures (too high or too low). Heating your home at high temperatures will cause the materials to dry out faster, generating more moisture into the air. Drying the materials out too fast also increases shrinkage cracks and separations.

### ***Ventilation***

Develop the habit of using exhaust fans in bathrooms and over the stove. When weather conditions permit, open windows so fresh air can circulate through your home. Keep the dryer exhaust hose/vent clean and securely connected.

## 3.10 COUNTERTOPS

### Homeowner Care and Maintenance

Use a cutting board to protect your counters when you cut or chop.

#### Laminated Countertop

Protect the counter from heat and from extremely hot pans. If you cannot put your hand on it, do not put it on the counter.

#### **Mats**

Rubber drain mats can trap moisture beneath them, causing the laminated plastic to warp and blister. Dry the surface as needed.

#### **Caulking**

The caulking between the countertop and the wall, along the joint at the backsplash (the section of counter that extends a few inches up the wall along the counter area), and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the countertop to prevent warping.

#### **Cleaning**

Avoid abrasive cleaners that will damage the luster of the surface.

***\*\*TIP: Refer to the flooring/wall tile/countertop disclaimers provided to you by the flooring company.***

## 3.11 DOORS AND LOCKS

### Homeowner Care and Maintenance

The doors installed in your home are wood products subject to natural characteristics of wood such as shrinkage and warpage. Interior doors may occasionally require minor adjustments due to natural fluctuations caused by humidity and the use of forced air furnaces, showers and dishwashers.

#### **Failure to Latch**

If a door will not latch because of minor settling, you can correct this by raising or lowering the plate accordingly.

#### **Hinges**

You can remedy a squeaky door hinge by removing the hinge pin and applying a silicone lubricant. Avoid using oil, as it can gum up or attract dirt. Graphite works well as a lubricant but can create a gray smudge on the door or floor covering beneath the hinge if too much is applied.

#### **Privacy Lock Key**

Keep a duplicate privacy lock key where children cannot reach it in the event a youngster locks himself or herself in a room. The top edge of the door casing is often used as a place to keep the key. A small screwdriver or similarly shaped device can open some types of privacy locks.



### ***Locks***

Lubricate door locks with graphite or other waterproof lubricant. Avoid oil, as it will clog the lock.

### ***Shrinkage***

Use putty, filler or latex caulk to fill any minor separations that develop at mitered joints in door trim. Follow with painting. Panels of wood doors shrink and expand in response to changes in temperature and humidity. Touching up the paint or stain on unfinished exposed areas is a home maintenance responsibility.

### ***Slamming***

Slamming doors can damage both doors and jambs and can even cause cracking in walls. Teach children not to hang on the doorknob and swing back and forth; this will loosen the hardware and causes the door to sag.

### ***Sticking***

The most common cause of a sticking door is the natural expansion of lumber caused by changes in humidity. When swelling during a damp season causes sticking, do not plane the door unless it continues to stick after the weather changes.

### ***Warping***

Crestwood Village Patio Homes will repair doors that warp in excess of the tolerances that impact the door's ability to latch correctly during the Fit and Finish period.

### ***Weather Stripping***

Weather stripping and exterior door thresholds occasionally require adjustment or replacement if damaged.

## **3.12 DRYWALL**

### **Homeowner Care and Maintenance**

Slight cracking, nail pops, or seams may become visible in walls and ceilings. These are caused by the shrinkage of the wood and normal deflection of rafters to which the drywall is attached.

### ***Ceilings***

The ceilings in your home are easy to maintain: periodically remove dust or cobwebs as part of your normal cleaning and repaint as needed.

***\*\*TIP: You can repair hairline cracks with a coat of paint. Slightly larger cracks can be filled with drywall spackle. To correct a nail pop, use a punch and hammer to re-set the nail. Fill with drywall spackle, sand then paint.***

## **3.13 ELECTRICAL SYSTEM**

### **Homeowner Care and Maintenance**

It is helpful to know the location of the breaker panel. During the Pre-Close Orientation, we will confirm the location of the main shut-off that controls all the electrical power to the home. It may be in the breaker panel or at another designated location. Individual breakers control the separate circuits. Each breaker is marked to help you identify which breaker is connected to which major appliances, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box.

### ***ARC Fault Interrupter (AFI)***

Per building code, outlets in sleeping areas are required to have an AFI as a safety feature. Do not overload the outlets. Test on a regular basis to make sure the outlets are working properly.

### ***Breakers***

Circuit breakers have three positions; on, off and tripped. **When a circuit breaker trips, it must first be turned off before it can be turned on.** Switching the breaker directly from tripped to on will not restore service.

### ***Breakers Tripping***

Breakers trip because of overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operating an appliance with too high of a voltage requirement for the circuit. The starting of an electric motor can also trip a breaker.

***\*\*TIP: If a circuit is tripping repeatedly, unplug all items connected to it and reset the breaker. If it trips when nothing is connected, you need an electrician. If the circuit remains on, one of the unplugged items is defective.***

### ***Buzzing***

Fluorescent fixtures use transformer action to operate. This action sometimes causes a buzzing and is considered normal.

### ***Fixture Location***

We install light fixtures in the locations indicated on the electrical plans. Moving fixtures to accommodate specific furniture arrangements or room use is your responsibility.

### ***GFCI (Ground-Fault Circuit-Interrupters)***

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is a circuit breaker. Building codes require installation of these receptacles in bathrooms, the kitchen, outside, and the garage (areas where an individual can come into contact with water while holding an electric appliance or tool). Heavy appliances such as additional refrigerators, freezers or power tools will trip the GFCI breaker.

Caution: Never plug a refrigerator or food freezer into a GFCI-controlled outlet. The contents will be ruined and the limited warranty does not cover such damage.

Each GFCI circuit has a test and reset button. Once each month, press the test button. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal use, it may indicate a faulty appliance and you will need to investigate the problem. One GFCI breaker can control multiple outlets.

### ***Grounded System***

Your electrical system is a three-wire grounded system. Never remove the bare wire that connects to the box or device.

### ***Light Bulbs***

You are responsible for replacing burned-out bulbs other than those noted during your orientation.

### ***Modifications***

If you wish to make any modifications, contact a licensed electrician. Having another electrician modify your electrical system during the warranty period will void that portion

of your limited warranty.

### ***Outlets***

If an outlet is not working, check first to see if it is controlled by a wall switch, GFCI or Arc Fault. Next, check the breaker.

If there are small children in the home, install safety plugs to cover unused outlets. This also minimizes the air infiltration that sometimes occurs with these outlets. Teach children to never touch electrical outlets, sockets or fixtures.

### ***Under Cabinet Lights***

The selection of optional under cabinet lighting provides either task lighting or atmosphere to your kitchen. We suggest you note the size and type of bulbs in these fixtures as applicable and keep replacements on hand.

***\*\*TIP: If there is no electrical service anywhere in the home, before calling for service, check to confirm that :***

- *Service is not out in the entire area. If so, contact the XCEL Energy.*
- *Main breaker and each individual breaker is in the ON position.*

***If there is no electrical to one or more outlets, before calling for service, check to confirm that:***

- *Main breaker and each individual breaker is in the ON position.*
- *The associated wall switch is on.*
- *The GFCI didn't trip. If tripped, re-set.*
- *The item to be used is plugged in.*
- *The item to be used works in other outlets.*
- *If the item is a lamp, confirm the bulb is not burned out/defective.*

## **3.14 FENCING**

### **Homeowner Care and Maintenance**

Depending on the community in which your home is located, fencing may be included with your home, it may be an optional item, or it may be an item you consider adding after your move-in. When Crestwood Village Patio Homes installs fencing as part of your new home, we confirm it is in good condition during your orientation. All types of fencing require routine maintenance and staining is recommended. Cracks, knots, variations in wood/color are normal and not a warranty item.

### ***Drainage***

In planning, installing and maintaining fencing, allow existing drainage patterns to function unimpeded.

### ***Variation***

Height and location of Crestwood Village Patio Homes installed fences will vary with patio size, topography and shape.

## 3.15 FIREPLACE

### Homeowner Care and Maintenance

#### Gas Fireplace

A slight delay between turning the switch on/activating remote and startup is normal. Be sure to complete any registration materials provided by the manufacturer for any extended warranties.

## 3.16 FOUNDATION

### Homeowner Care and Maintenance

We install the foundation of your home according to the recommendations of our consulting engineer. The walls of the foundation are poured concrete with steel reinforcing rods. Structural or post tension slabs on grade contain steel rods/cables to reach the recommended structural integrity.

#### **Cracks**

Even though an engineer designed the foundation and we constructed it according to engineering requirements, surface cracks can still develop in the wall or slab. Surface cracks are not detrimental to the structural integrity of your home. If a crack develops in a foundation wall or slab that exceeds the standards, follow the procedures for submitting a warranty claim.

## 3.17 FURNACE

### Homeowner Care and Maintenance

Below are some helpful furnace maintenance guidelines:

- Schedule annual service of the furnace in the fall before operation.
- Check the temperature of your supply air grates to ensure you are able to feel warmth.
- Check all visible wiring and electrical connections for signs of damage like burns, unraveling wires and loose nuts.
- Check your vent-connection pipe and chimney for rust or gaps — venting system parts can deteriorate over time.
- If you have a gas furnace as part of your heating system, make sure you have a clean and properly sized filter in place.
- At the start-up of your system each fall, an inspection of the burners, combustion area, venting and even flame appearance is advised. For gas furnaces, an inspection of the air intake and winterization is needed. Detailed instructions can be found in your owner's manual.

#### ***\*\*TIP: If the system is not running:***

- *Check to make sure that your thermostat is set to HEAT. Make sure that the temperature is set warmer than the indoor temperature. If not, the heating function will not be activated.*
- *Confirm the power switch is in the ON position. Try turning the fan to the ON position using the fan control feature on the thermostat.*
- *Confirm the circuit breaker in the electrical panel is in the ON position.*

***If the system is not heating enough:***

- *Check the furnace filter for buildup. Follow the manufacturer's instructions on frequency of filter changes. If you don't change the filter it will eventually be too full to allow proper airflow and strain the equipment.*
- *Check all return air grills to be sure they are not obstructed. These are the larger grills located in the top or bottom of a wall. Clean dust and debris from the vents regularly.*
- *Check all supply registers to confirm they are open and blowing air.*
- *If you still don't feel heat it is time to call for service.*

## 3.18 GARAGE DOORS

### **Homeowner Care and Maintenance**

Since the garage door is a large moving object, periodic maintenance is necessary.

#### ***Light Visible***

Garage overhead doors cannot be airtight. Some light will be visible around the edges and across the top of the door. Weather conditions may result in some precipitation entering around the door as well as some dust.

#### ***Lubrication***

Every six months, apply a lubricant such as silicone spray to all moving parts: track, rollers, hinges, pulleys and springs. Avoid over-lubricating to prevent drips on vehicles or the concrete floor. Also, check to see that all hardware is tight and operating as intended without binding or scraping.

#### ***Opener***

To prevent damage to a garage door opener, be sure the door is completely unlocked before using the operator. If you have an opener installed after closing on your home, we suggest that you order it from the company that provided and installed the garage door to assure uninterrupted warranty coverage. Be familiar with the steps for manual operation of the door in the event of a power failure.

If Crestwood Village Patio Homes installed a door opener as one of your selections, during orientation we demonstrate the electric eye that provides a safety stop in the event someone crosses through the opening while the overhead door is in motion. Use care not to place tools or other stored items where they interfere with the function of the electric eye.

Expect to replace the battery in the garage opener remote controls about once a year.

***\*\*TIP: Garage Door Sensors should be cleaned monthly.***

#### ***Safety***

Follow the manufacturer's instructions for safe and reliable operation. Do not allow anyone except the operator near the door when it is in motion. Keep hands and fingers away from all parts of the door except the handle. Do not allow children to play with or around the

door. For your safety, after the expiration of the one-year warranty, have any needed adjustments made by a qualified specialist. The door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door.

## 3.19 GRADING AND DRAINAGE

### Homeowner Care and Maintenance

The final grades around your home have been inspected and approved for proper drainage of your lot. Our local building authorities inspect the grades of the yard to make sure they comply with the approved drainage plan. Buildings drain from one to another. You and your neighbors share an overall drainage plan for the community. Do not install any landscaping, fencing or interfere with the established final grades.

#### *Roof Water*

Do not remove the splash blocks or downspout extensions from under the downspouts. Keep these in place at all times, sloped so the water drains away from your home quickly.

#### *Settling*

The area we excavated for your home's building foundation was larger than the building to allow room to work. In addition, some trenching is necessary for installation of utility lines. Although we replaced and compacted the soil, it does not return to its original density. Some settling will occur, especially after prolonged or heavy rainfall or melting of large amounts of snow. Settling can continue for several years. Inspect the perimeter of your home/building regularly for signs of settling and notify the HOA of any concerns.

## 3.20 HARDWARE

### Homeowner Care and Maintenance

Doorknobs and locks should operate correctly with little attention. Over time, they may need slight adjustments due to normal shrinkage of the framing. Occasionally, you may need to apply lubrication or tighten screws.

## 3.21 HARDWOOD FLOORS

### Homeowner Care and Maintenance

In daily care of hardwood floor, preventive maintenance is the primary goal.

#### *Cleaning*

Sweep on a daily basis or as needed. Never wet-mop a hardwood floor. Excessive water causes wood to expand and can possibly damage the floor. Refer to the manufacturer's care guide for cleaning product Recommendations.

#### *Dimples*

Placing heavy furniture or dropping heavy or sharp objects on hardwood floors can result in dimples.

#### *Filmy Appearance*

A white, filmy appearance can result from moisture, often from wet shoes or boots.

#### *Furniture Legs*

Install proper floor protectors on furniture placed on hardwood floors. Protectors will

allow chairs to move easily over the floor without scuffing. Regularly clean the protectors to remove any grit that may have accumulated.

#### ***Humidity***

Wood floors respond noticeably to changes in humidity in your home. Especially during winter months, the individual planks or pieces expand and contract as water content changes. A humidifier helps but does not eliminate this reaction.

#### ***Mats and Area Rugs***

You can use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is wood flooring's worst enemy. However, be aware that rubber backing on area rugs or mats will cause fading and warping of the floor surface.

#### ***Separation***

Expect some shrinkage around heat vents or any heat-producing appliances, or during seasonal weather changes. See also Warping below.

#### ***Sun Exposure***

Exposure to direct sunlight can cause irreparable damage to hardwood floors. To preserve the beauty of your hardwood floors, install and use window coverings in these areas.

#### ***Warping***

Warping will occur if the floor repeatedly becomes wet or is thoroughly soaked even once. Slight warping in the area of heat vents or heat-producing appliances is also typical.

## **3.22 LANDSCAPING**

The landscaping and irrigation system in your community has been designed by professionals according to a plan approved by the local building municipality. No changes are to be made unless authorized by your community HOA. Planters and pots can be located on your porch/patio according to the terms of the HOA CC&R's.

#### ***Erosion***

Until your community landscape is established and stable, erosion will be a potential concern. Heavy rains or roof runoff can erode soil. Report any concerns to either the Crestwood Village Patio Homes Warranty team or your community HOA because the sooner the grade is restored to its original condition, the less damage will occur.

## **3.23 MILDEW AND MOLD**

#### **Homeowner Care and Maintenance**

Mildew and mold are fungi that spread through the air in microscopic spores and occur naturally in our environment, both inside and outside of the home. Mildew thrives on wet or damp surfaces where organic material is present such as dirt, wood or dust. Proper cleaning and maintenance of flooring/wall tile, etc. is critical to avoiding mildew. Cleaning mildew from your home is your responsibility.



## 3.24 PAINT AND STAIN

### Homeowner Use and Maintenance Guidelines

Avoid abrasive cleaners, scouring pads or scrub brushes on any interior painted surfaces. Flat paints show washing marks more easily than gloss paints do. Use a soft sponge dampened with water to gently buff away any surface stains. It is often better to touch up marks on the painted surfaces if a sponge does not remove the stain.

#### *Touch-Up*

When doing paint touch-ups, use a roller, applying paint only to the damaged spot. Touch-up may not match the surrounding area exactly, even if the same paint mix is used.

#### *Wall Cracks*

We suggest that you wait until after the first heating season to repair drywall cracks or other separations due to shrinkage. See “Drywall” section also.

## 3.25 PESTS AND WILDLIFE

### Homeowner Care and Maintenance

Insects such as ants, spiders, wasps, bees and animal life such as woodpeckers, squirrels, mice and snakes, may fail to recognize that your home belongs to you. Addressing concerns involving these pests and wildlife goes with being a homeowner. Informational resources include among others, the state wildlife service, animal control authorities, the county extension service, pest control professionals, Internet and public library.

## 3.26 PHONE JACKS AND TV OUTLETS

### Homeowner Care and Maintenance

Your home is equipped with telephone jacks and media outlets as shown on the plans and your electrical redline plan. Initiating phone service, additions to phone service, and moving phone and media outlets for decorating purposes or convenience are your responsibility.

## 3.27 PLUMBING

### Homeowner Care and Maintenance

Your plumbing system has many parts, most of which require little maintenance. Proper cleaning, occasional minor attention, and preventive care will assure many years of good service from this system.

#### *Aerators*

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water. Minerals caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter. Aerators should be removed and cleaned on a quarterly basis to remove the buildup of minerals. Follow manufacturer recommendations for maintenance.

#### *Cleaning*

Follow the manufacturer's directions for cleaning fixtures. Avoid abrasive cleaners. They

remove the shiny finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water (A nonabrasive cleaner or a liquid detergent is usually recommended by manufacturers). Then polish the fixtures with a dry cloth to prevent water spots.

### ***Clogs***

The main cause of toilet clogs are domestic items such as disposable diaper wipes, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys. These items should not be disposed of in your toilets and are not covered under the limited warranty.

You can usually clear clogged traps with a plunger. If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures. Clean a plunger type drain stopper – usually found in bathroom sinks – by loosening the nut under the sink at the back, pulling out the rod attached to the plunger, and lifting the stopper. Clean and return the mechanism to its original position.

### ***Garbage Disposal***

Use plenty of cold water when running the disposal especially if disposing of any grease (limited amounts only!) The cold water will solidify the grease and the disposal blades will break it down. Running hot water with grease will allow the liquid grease to solidify in the sewer pipe possibly causing a blockage. Allow water to run 10-15 seconds after shutting off the disposal. Grinding ice cubes will help sharpen the blades. Do not put pits or bones in the disposal.

### ***Freezing Pipes***

Provided the home is heated at a normal level, pipes may still freeze at wind chill temperatures below freezing. Set the heat at an acceptable temperature to keep the pipes from freezing if you are away during winter months. Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures. In unusually frigid weather, or if you will be gone more than a day or two, open cabinet doors to allow warm air to circulate around pipes. You may use an ordinary hair dryer to thaw pipes that are frozen. Never use an open flame. Also, you may contact a plumber for assistance to properly thaw frozen pipes.

### ***Leaks***

If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. Then contact the plumbing contractor.

### ***Main Shut-Off***

The water supply to your home can be shut off entirely at the main water valve inside your home and at the meter (located in meter pit outside of your home, if you cannot locate the meter shut-off, contact your water utility provider). During the Pre-Close Orientation, we will instruct you on the location of the main shut-off valve.

### ***Outside Faucets (Hose Bibs)***

Outside faucets must be disconnected to protect them from freezing during the winter months. It is your responsibility to make sure the outside faucets are disconnected. The Crestwood Village Patio Homes Limited Warranty does not cover outside faucets or pipes that break because they froze and weren't properly maintained. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing a break in the line. Repair of a broken line that feeds an exterior faucet is a maintenance item.

### ***Plumbing Fixtures - Porcelain, Tile and Fiberglass***

You can damage the surface of porcelain, tile and fiberglass with a sharp blow from a heavy object or by scratching. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If you splatter paint onto the porcelain enamel surfaces during redecorating, wipe it up immediately. If a spot dries before you notice it, use a recommended solvent. Certain cleaners and liquids can cause grout staining, erosion and failure.

### ***Running Toilet***

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts. Also check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water. If the issue persists, shut the water off at the shut-off valve.

### ***Shut-Offs***

Main water shut-off is located where the water line comes into your home. You should clearly mark this shutoff and keep all objects away from it so you have an unobstructed path to it in the event of an emergency. Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines under the sink.

### ***Stainless Steel Sinks***

Clean stainless steel sinks with soap and water to preserve their luster. When cleaning always clean in the direction of the grain. Avoid using abrasive cleaners or steel wool pads; these will damage the finish. Prevent bleach from coming into prolonged contact with the sink as it can pit the surface. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Also note that sharp knives will gouge the finish.

Local water conditions affect the appearance of stainless steel. A white film can develop on the sink if you have over-softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain can form appearing like rust.

### ***Tank Care***

Avoid exposing the toilet to contact/damage from sharp or heavy objects, which can cause chipping or cracking. Avoid abnormal pressures against the sides of the tank. It is possible to crack the tank at the points where it is attached to the bowl which can cause a steady leak.

### ***Water Filter or Softener***

If you install either a water filter or a water softener, carefully read the manufacturer's literature and warranty for your specific model. If fire sprinklers exist in the home, please consult with the local fire marshal.

***\*\* Tip: No water at any fixture in the home, before calling for service, confirm that:***

- *The main shutoff valve inside your home is open.*
- *The individual shut off valves at each fixture are open.*

***\*No hot water – See tips under “Water Heater”***

***\*Leaking Involving one sink, tub, shower or toilet:***

- *Check caulking and grout*
- *Confirm shower door was properly closed during use*

- ***Turn water supply off to that fixture, use other facilities in your home and report the problem on the next business day.***

***\*Backup at one toilet:***

- ***If only one toilet is affected, call for service during normal business hours after attempting to clear the blockage with a plunger or plumbing snake.***
- ***Shut off the water supply valve to the toilet.***
- ***Contact a router/drain clearing company or plumber to clear the blockage.***

***\*Leak involving main water line:***

- ***Turn water off at the meter pit on the exterior of your home.***
- ***Call emergency number for service (water utility)***

***\*Sewer back up affecting entire home:***

- ***Remove personal belongings to safe location.***
- ***Contact service provider immediately.***
- ***If items are soiled, contact your homeowner's insurance company.***

## 3.28 HOMEOWNERS ASSOCIATION

When most neighborhoods are developed, three things are determined:

- The overall character of the community.
- The shared common areas.
- Any included services.

Most communities will have a Property Owners Association (HOA) or a Homeowners Association (HOA), which is the organization responsible for operating and maintaining these community features.

The HOA is formed during the community's design process. Once the HOA is created, property owners become automatic members and have certain rights and obligations. At the early stages of the community, the developer owns the majority of the home sites in the community; therefore, the developer has the majority of the votes within the HOA.

The initial board will guide and manage the HOA. The community is dependent upon the developer's financial support, leadership and decision making. As the community nears completion, so does the developer's control of the HOA. At this point, the HOA becomes governed by homeowners elected to the board. The initial board will hire a property manager to handle the day to day operation of the community such as ensuring the common facilities are properly maintained, assessments are collected, bank accounts are maintained and the community rules are enforced.

The HOA has other responsibilities to the community members. The enforcement of the Declaration of Covenants and Restrictions is one of the important responsibilities.

***\*\*TIP: We recommend that you read and become familiar with the Declaration of Covenants, Conditions and Restrictions for your community. You were provided these documents at the time of purchase and closing. If you have any questions regarding these documents, please contact your HOA.***

## 3.29 RAILINGS (INTERIOR)

### Homeowner Care and Maintenance

Stained or wrought iron railings in your home require little maintenance beyond occasional dusting or polishing. Protect railings from sharp objects or moisture. Cover them during move-in so large pieces of furniture do not cause dents or scratches.

Stained railings will show variation in the way the wood grain took the stain. Some designs show joints where pieces of wood came together to form the railing.

## 3.30 ROOF

### Homeowner Care and Maintenance

The shingles on your carry a manufacturer warranty. The HOA will be responsible for any repairs to the roof.

#### *Ice Dam*

On occasion, depending on conditions and exposure, as rising heat from inside your home melts snow on the roof, the water runs down and when it reaches the cold eaves, it may freeze. An accumulation of this type of ice dams the subsequent runoff and the water begins to back up, sometimes working its way up and under shingles, ultimately leading into your home through soffits or ceilings. This is not a warranty item.

#### *Leaks*

If a leak occurs, try to detect the exact location. This will greatly simplify finding the area that requires repair when the roof is dry.

#### *Walking on Roof*

Do not walk on your roof. Your weight and movement can loosen the roofing material and in turn result in leaks. Never walk on the roof of your home when the shingles are wet — they are slippery. Any inspections/repairs must be done by a licensed contractor. Contact your HOA if you have a concern about your roof (unless there is a leak during the fit and finish limited warranty period).

#### *Severe Weather*

After severe storms, do a visual inspection of the roof edges for damage. Notify your HOA if you find pieces of shingle in the yard or shingle edges lifted on the roof.

#### *Roof Leak*

Where practical, place a container under dripping water. If a ceiling is involved, use a screwdriver to poke a small hole in the drywall to release the water. Be careful to move personal items from this area. Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call. If damage occurs, contact your HOA.

## 3.31 SHOWER DOORS

### Homeowner Care and Maintenance

Shower doors and tub enclosures require minimal care. Avoid hanging wet towels on corners of doors; the weight can pull the door out of alignment and cause it to leak.

***\*\*TIP: Maintenance Tips:***

- *Use a squeegee to remove water after a shower to keep mineral residue and soap film to a minimum.*
- *Applying a coat of car wax or Rain-X can help to prevent buildup of minerals and soap.*
- *Use cleaning products that don't contain abrasives to avoid scratching the glass or door trim.*
- *Check and touch up caulking as needed.*

## 3.32 EXTERIOR SIDING

### Homeowner Care and Maintenance

Siding expands and contracts in response to changes in humidity and temperature. Some expansion, shrinkage and separations may be noticeable under different weather conditions. These behaviors cannot be entirely eliminated.

***Wood and Wood Products***

Wood or wood-product siding will require routine refinishing. The timing will vary with climatic conditions. Your community HOA will have a schedule for routine caulking and painting of your building exterior.

***Cement Based Products***

Cement based siding will require repainting and caulking just as wood products do.

## 3.33 SMOKE/CARBON MONOXIDE DETECTORS

### Homeowner Care and Maintenance

Read the manufacturer's manual for detailed information on the care of your smoke and carbon monoxide detectors.

***Battery***

If a smoke detector makes a chirping sound, that is a sign that the battery needs to be replaced. Follow manufacturer instructions for installing a new battery. This may also indicate that the smoke detector needs to be cleaned.

***Cleaning***

For your safety, clean each detector monthly by wiping or blowing out dust and debris from the unit to prevent a false alarm or lack of response in a fire. After cleaning, push the test button to confirm the alarm is working.

***Locations***

Smoke and carbon monoxide detectors are installed in accordance with building codes, which dictate locations. Crestwood Village Patio Homes cannot omit any smoke detector and you should not remove or disable any smoke detector.

## 3.34 STAIRS

### Homeowner Care and Maintenance

No known method of installation prevents all vibration or squeaks in a staircase. A shrinkage crack will develop where the stairs meet the wall. When this occurs, apply a thin bead of latex caulk and when dry, touch up with paint.

## 3.35 TILE

### Homeowner Care and Maintenance

#### *Cleaning*

Tile is one of the easiest floor coverings to maintain, simply vacuum when needed. Occasionally, a wet mopping with warm water may be appropriate. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (they will not result in a heavy, difficult-to-remove lather on the grout). Rinse thoroughly. Remember to wipe spills away promptly to avoid staining the grout.

The tile installed on walls in your home may be washed with any nonabrasive soap, detergent or tile cleaner. Abrasive cleaners will dull the finish.

#### *Grout Discoloration*

Clean any grout that becomes yellowed or stained with a fiber brush, cleanser and water. Grout cleansers and whiteners are available at most hardware stores.

#### *Sealing Grout*

Sealing grout is your decision and responsibility. Once grout has been sealed, ongoing maintenance of that seal is necessary and limited warranty coverage on grout that has been sealed may be voided. Check with the manufacturer before sealing your grout.

#### *Separations*

Expect slight separations to occur in the grout between tiles. Cracks in the grout can be filled using premixed grout purchased from flooring or hardware stores. Follow package directions.

Tile around bathtubs or countertops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk and shrinkage of wood members as they dry out. If this occurs, the best remedy is to purchase tube caulk or premixed grout from a hardware store. Follow directions on the container. This maintenance is important to protect the underlying surface from water damage.

#### *Tile is Brittle*

Tile is relatively brittle and can be broken by a sharp blow from a heavy object, and is not covered under our warranty.

#### *Hollow Surrounding Areas*

It is not a workmanship defect for the tiles to sound hollow. We will only replace a tile that sounds hollow when the grout is cracked completely around the tile.



## 3.36 VENTILATION

### Homeowner Care and Maintenance

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. Condensation, cooking odors, indoor pollutants, radon and carbon monoxide may all accumulate. We provide mechanical and passive methods for ventilating homes.

Your attention to ventilation is important to health and safety. Building codes require attic and crawl space vents to minimize accumulation of moisture.

#### ***Attic Vents***

Attic ventilation occurs through vents in the ridge or top of the roof and the soffit (the underside of the overhangs). Driving rain or snow sometimes enters the attic through these vents. Do not cover them to prevent this.

#### ***Daily Habits***

Your daily habits can help keep your home well ventilated:

- Do not cover or interfere in any way with the fresh air supply to your HVAC system.
- Develop the habit of running the hood fan when you are cooking.
- Turn on the bath fans when bathrooms are in use.
- Air your house by opening windows for a time when weather permits.
- Proper ventilation will prevent excessive moisture from forming on the inside of the windows.

## 3.37 WATER HEATERS (GAS)

### Homeowner Care and Maintenance

Before troubleshooting your gas water heater, check for the odor of gas. If you smell gas, call your gas supplier immediately and have them check for leaks.

#### ***Problem: No Hot Water***

Remove the inner and outer burner access covers and check to see if the pilot light is lit.

- **If pilot light is not lit:**

Attempt to re-light pilot light following the instructions posted on your water heater. If the pilot light will not re-light, the problem could be a clogged pilot line, or gas is not reaching the water heater. Check with your gas supplier.

If the pilot light will light but does not stay lit when the gas valve control is released, the problem could be a defective thermocouple or perhaps a loose thermocouple connection to the gas control valve. Make sure the thermocouple connection to the control valve is tight, or consult with a licensed professional.

- **If pilot light is lit:**

Turn on a hot water tap and let the water run for several minutes. Check to see if burner comes on. If not, run the hot water several more minutes. If the burner still does not come on, the problem could be a defective control valve/thermostat. Check to see if the control valve knob is in the “on” setting and not set to the “pilot” position.

**Problem: Insufficient Hot Water**

Check the thermostat setting, it may be set too low. Check for leaking faucets. To check for other possible causes contact a plumber for assistance.

**Problem: Slow Hot Water Recovery**

Over time, sediment and minerals from the local water supply will accumulate in the water heater tank. Follow manufacturer guidelines for flushing the water heater to remove this buildup.

**Problem: Discharge From TP/Relief Valve**

The relief valve will operate if either the water temperature is too high or if the pressure in the gas water heater gets too high. If the inlet to the water heater is fed directly from the water main with no pressure relief valves or check valves between them, then when the water heater heats the water and it expands, the extra volume of water simply flows back toward the water main. If there is a blockage such as a check valve or pressure reducing valve with a defective bypass, then the increase in water volume has nowhere to go and the pressure will increase dramatically. Another possibility is that the city water pressure has increased above the setting of the relief valve.

**Problem: Pilot Light Won't Stay Lit**

Sometimes a draft will blow the pilot light out. Make sure the burner access covers are in place. Other possible causes are dirt in the gas line, loose thermocouple connections, or a defective thermocouple. Consult a licensed professional to inspect the unit.

**Problem: Popping or Banging Noise**

Scale can build up in the bottom of the tank causing all sorts of noises to occur while the gas hot water heater is heating water. Try flushing the tank

**Problem: Odor with Hot Water**

Certain types of bacteria can react with the magnesium anode rod resulting in a rotten egg odor. Clean the tank using chlorine bleach or changing the anode rod to aluminum usually will solve the problem.

**Problem: Leaking Tank**

Once you determine that your water heater is leaking, the first thing you should do is turn off the power supply.

- Gas water heater: It should have an on/off switch or dial. Make sure it is set to "off". Avoid closing the gas shut-off valve if possible. These valves can be finicky and susceptible to failure over time, so it is best that they be left alone.
- Turn off the water supply.
  - If the water heater leaking is significant, turn off the water supply at the cold water shut-off valve.

Then, call a plumber for assistance.

**\*\*WARNING:** Water heaters are typically factory-set to heat water to 125° F. When turned all the way up to maximum temperature (which can be anywhere from 160° F to 190° F) serious injuries can result from even indirect contact with the water. Always take precautions to avoid coming into contact with heated water.

## 3.38 WINDOWS, SCREENS AND SLIDING GLASS

### Homeowner Care and Maintenance

Contact a glass company for re-glazing of any windows that break. Glass is difficult to install without special tools.

#### *Condensation*

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within your home. If your home includes a humidifier, closely observe the manufacturer's directions for its use.

#### *Sills*

If your home has window sills they are made of wood or a wood product. The most common maintenance activity is dusting. Twice a year, check caulking and touch-up as needed. Protect wood and wood product sills from moisture. If you arrange plants on a sill, include a plastic tray under the pot.

#### *Sliding Glass Doors*

Sliding glass doors are made with tempered glass, which is more difficult to break than ordinary glass. If broken, tempered glass breaks into small circular pieces rather than large splinters, which can easily cause injury.

Keep sliding door tracks clean for smooth operation and to prevent damage to the frame. Silicone lubricants work well for these tracks. Acquaint yourself with the operation of the sliding glass door hardware for maximum security.

Under certain lighting conditions, door glass may be hard to see. If you keep the screen fully closed when the glass door is open, your family will be accustomed to opening something before going through. You may want to apply a decal to the glass door to make it readily visible.

#### *Sticking Windows*

Most sliding windows (both vertical and horizontal) are designed for a 10-pound pull. If sticking occurs or excessive pressure is required to open or close a window, apply a silicone lubricant. This is available at hardware stores. Avoid petroleum-based products.

#### *Weep Holes*

In heavy rains, water may collect in the bottom channel of window frames. Weep holes are provided to allow excess water to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris for proper operation.

## 3.39 WINDOWS, SCREENS AND SLIDING GLASS

### Homeowner Care and Maintenance

Shrinkage of wood trim occurs during the first two years or longer, depending on temperature and humidity. All lumber is more vulnerable to shrinkage during the heating season. Maintaining a moderate and stable temperature helps to minimize the effects of shrinkage.

Wood will shrink less lengthwise than across the grain. Wood shrinkage can result in

separation at joints of trim pieces. You can usually correct this with caulking and touch-up painting.

Shrinkage may also cause a piece of trim to pull away from the wall. If this occurs, drive in another nail close to, but not exactly in, the existing nail hole. Fill the old nail hole with putty and touch up with paint as needed.

If the base shoe (small trim between base molding and the floor) appears to be lifting from the floor, this is probably due to slight shrinkage of the floor joists below. Again, you can correct this condition by removing the old nails and re-nailing.

You may prefer to wait until after the first heating season to make any needed repairs at one time when redecorating.

## 3.40 WHAT IS NOT COVERED

Some common items not covered by the warranty are:

- **Repairs or Alterations by Owner**

Crestwood Village Patio Homes is not responsible for repair of any part of your home, whether structural or not, which you (or someone you hired) have repaired, altered or attempted to repair.

- **Cosmetic Damage Post Move-In**

- Cosmetic damage not listed on the original Homeowner Orientation and Pre-Settlement Checklist.

- **Ordinary Wear and Tear**

The warranty does not cover damage due to ordinary use, wear and tear. This would include cuts, scratches, gauges or wear from foot traffic.

- **Major Catastrophes**

Major natural catastrophes (such as earthquakes, floods, tornadoes or hurricanes), other acts of God (such as hail, severe rainstorms, lightning or excessive winds) or war. The National Weather Bureau defines excessive wind as “wind gusts of 57 mph or greater accompanying a severe thunderstorm.” You may refer to your homeowner insurance company for coverage of damages from these causes.

- **Lack of Normal Maintenance or Abuse**

The warranty does not repair damage caused by improper home maintenance or abuse of your home.

- **Weathering of Paint and Wood**

Crestwood Village Patio Homes cannot be responsible for the fading, cracking or peeling of original exterior paint caused by exposure to the elements. Since wood is porous, it shrinks as it dries, sometimes leaving minor cracks and other slight imperfections. Due to this natural characteristic, Crestwood Village Patio Homes will not repair such items unless the condition is abnormal such that it would not meet industry structural standards.

- **Hairline Cracks**  
After construction of a new home, there is a period of normal adjustment and settling that often results in hairline cracks in concrete, drywall, tile, grout and other rigid materials. Since settling is normal and unavoidable, we will not repair hairline cracks in concrete, drywall, tile, grout and other rigid materials.
- **Damage Caused by Water Beds, Pool Tables, Hot Tubs**  
The floor truss framing systems and decks are NOT designed to accept the extra load placed by water beds, pool tables, hot tubs or other heavy items. Before installing these items to your home, you will need to check with the manufacturer and engineer regarding the loads imposed on your home by these items. Crestwood Village Patio Homes and the warranty does not cover any resulting damage caused by the addition of these or any other heavy items.
- **Consequential and Incidental Damages**  
Crestwood Village Patio Homes is not responsible for consequential or incidental damages caused by a defect, including bodily injury and/or damage to your belongings, personal property or improvements, inconvenience, temporary loss of use of items or home areas, lodging, meals or other personal expenses, unless required by applicable state laws.
- **Cost of Moving Furniture or Personal Items**  
Crestwood Village Patio Homes will not move or be responsible for the cost of moving furniture or personal items required for the completion of warranty repairs. This is a homeowner responsibility.
- **Cleaning of Clothing, Furniture or Personal Items**  
It is the homeowner's responsibility to move or adequately cover and protect clothing and personal items prior to and during the warranty repair work. We are not responsible for any items not adequately protected that become dirty as a result of debris and dust caused by warranty repairs.